

**7212 Upper Ridge Road**  
**Everett, Washington 98203**

January 21, 2002

Attorney General John Ashcroft  
US Department of Justice  
950 Pennsylvania Avenue, NW  
Washington, DC 20530

Dear Mr. Ashcroft:

I am writing today to express my opinion that the Microsoft antitrust case be resolved as soon as possible.

I was puzzled why the lawsuit was brought forth to start. I was first introduced to various browsers for the internet while I was on a job assignment in Canada. My ISP included Netscape as my browser, the ISP was the group who made the choice not Microsoft. I was in no way restricted by Windows or Microsoft to what I would or could use.

Netscape performance was inadequate for me, in terms of technical support and product satisfaction. My eventual decision on what I would use was based entirely on service, technical support and product satisfaction. Every product I have received from Microsoft has been superior, by my criteria, to anything purchased from any other supplier.


I expect because I live in Washington state the tendency will be to brush off my comments. I do not work for Microsoft, do not have any relatives or friends working for them. However, I do like whatever products I purchase to work well, to be serviced well, and to have excellent technical support so that I may do my job in the most efficient and least hassles as possible. Microsoft has always done that for me. If the guys who are complaining would spend more time in improving their products and technical support they would be better served.

I was pleased to hear last November that a proposed settlement had been reached which provides the best opportunity for resolution so far. I would like it to be implemented soon so that we may put this entire issue behind us.

The proposed settlement does not let Microsoft off easy. In fact, its terms extend to products and business practices that were not even at issue in the original lawsuit. One obligation on Microsoft's part is to disclose source code and interfaces that are internal to Windows operating system products. There is no need to continue litigation; this settlement is already more than fair and reasonable.

I ask that the November settlement be implemented without further delay. It is time to let the IT industry and its leading innovator get back to work. Thanks for your time and consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Lloyd Mineer", with a long horizontal flourish extending to the right.

Lloyd Mineer